



WASHOE COUNTY

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CM/ACM KS
Finance DN
DA ✓
Risk Mgt. N/A
HR N/A
Comptroller CH

STAFF REPORT

BOARD MEETING DATE: March 8, 2016

DATE: February 1, 2016
TO: Board of County Commissioners
FROM: Don Jeppson, County Building Official, Community Services Department, 328-2030, dcjeppson@washoecounty.us
THROUGH: Kevin Schiller, Assistant County Manager
SUBJECT: Recommendation to approve a Change Order for Truepoint Consulting to provide Consulting Services for Scripting and Report Development to the Building and Safety Division, Community Services Department, for the Accela Regional License and Permit Program; [in the amount of \$54,000] to meet the project go-live date of August 22, 2016 as directed by the Management Oversight Group. Recommendation includes approval contingent on the Board's approval of the Project Change Order to the Regional License and Permit Program Vendor; Accela; in the amount of \$148,000. (All Commission Districts.)

SUMMARY

This item recommends approval of a Change Order in the amount of \$54,000 for Truepoint Consulting to provide Consulting Services to the Building and Safety Division, Community Services Department for the Accela Regional License and Permit Program and is contingent on the Board's approval of the Project Change Order to the Regional License and Permit Program Vendor; Accela; in the amount of \$148,000.

Washoe County Strategic Objective supported by this item: Proactive economic development and diversification.

PREVIOUS ACTION

The Board of County Commissioners (Board) approved the Interlocal Cooperative Agreement Establishing the Regional Business License and Permits Program between the County of Washoe, the City of Reno, the City of Sparks, and the Washoe County Health District at their June 17, 2014 meeting. The Agreement set forth the governance structure and implementation of a Regional License and Permit Program, effective through June 30, 2020 with automatic renewals beginning July 1, 2020 unless otherwise terminated as per the Agreement. The Board also approved the Washoe County Business License and Permits System Contract between Washoe County and Accela, Inc. for a Regional License and Permit Program in the amount of \$1,580,074.66 with a total project budget of \$1,667,444.32, which included the Accela contract and 5.5% contingency fund.

AGENDA ITEM # 6.H.

BACKGROUND

As noted in the Previous Action section of this staff report, the Washoe County Board of County Commissioners (Board) approved a contract with Accela, Inc. for the regional license and permit program at their June 17, 2014 meeting. Washoe County is the contracting agency for the regional license and permit program. At the March 8, 2016 meeting a separate item for a proposed Change Order to Accela for continuing the project until a new go live date of August 22, 2016 includes details concerning the contract and its fiscal implications. This staff report will not duplicate that information, but will focus instead on the proposed contract with Truepoint Consulting.

The Washoe County Building and Safety Division operates as an enterprise fund, and staff costs are directly associated with building permit revenue. Consequently, the Division has been unable to dedicate the required staff resources for the Accela project on top of increasing permit applications. The Division needed outside assistance in order to meet project tasks and time lines. The Building Division approached the project team with a recommendation to use enterprise funding to hire Truepoint Consulting to assist the Division in meeting its project's tasks and time lines. The project team concurred, and a purchase order was subsequently issued to Truepoint Consulting in the amount of \$89,940.00 on May 14, 2015.

The extension of the contract with Accela to continue the project through the new go live date of August 22, 2016 requires that the Building and Safety Division continue to meet its project tasks and time lines in the revised project plan included with the Accela Change Order. The Division faces the same internal staff constraints, and therefore continued assistance is required from Truepoint Consulting for the Division to meet the project plan.

FISCAL IMPACT

If approved, Purchase Order Number 550000019803 issued to Truepoint Consulting on May 22, 2015 will be increased by \$54,000. Funding for the change order is available in the Building Enterprise Cost Center Number 600011.

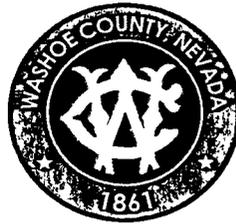
RECOMMENDATION

It is recommended that the Board approve a Change Order for Truepoint Consulting to provide Consulting Services for Scripting and Report Development to the Building and Safety Division, Community Services Department, for the Accela Regional License and Permit Program; in the amount of \$54,000 to meet the project go-live date of August 22, 2016 as directed by the Management Oversight Group. It is further recommended that this approval be on the Board's approval of the Project Change Order to the Regional License and Permit Program Vendor; Accela; in the amount of \$148,000.

POSSIBLE MOTION

Should the Board agree with staff's recommendation, a possible motion would be: "Move to approve a Change Order for Truepoint Consulting to provide Consulting Services for Scripting and Report Development to the Building and Safety Division, Community Services Department, for the Accela Regional License and Permit Program; in the amount of \$54,000 to meet the project go-live date of August 22, 2016 as directed by the Management Oversight Group. Further, move that this approval be contingent on the Board's approval of the Project Change Order to the Regional License and Permit Program Vendor; Accela; in the amount of \$148,000."

Washoe County



Consulting Services for Scripting and Report Development

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I. Vendor Background & Qualifications

TruePoint Company History

TruePoint Solutions, LLC is a privately held software and solutions company based in the Sacramento region. We bring an unparalleled level of experience designing, developing, implementing, and supporting complex government IT solutions. Our team has an average of 16+ years of public sector IT experience.

TruePoint Solutions was established in 2004 and became an Accela certified implementation partner in early 2005. Current implementation projects which TruePoint is involved in or completed include:

Accela Projects and Experience

Cities	Cities	Counties
<ul style="list-style-type: none"> ● Alameda, CA ● Atlanta, GA ● Asheville, NC ● Ceres, CA ● Clearwater, FL ● Cleveland, OH ● Corvallis, OR ● El Paso, TX ● Fort Collins, CO ● Grand Rapids, MI ● Grass Valley, CA ● Indianapolis, IN ● Martinez, CA ● Maryland Heights, MO ● McAllen, TX ● New York City, NY ● Oklahoma City, OK ● Omaha, NE ● Ontario, CA ● Palo Alto, CA ● Peoria, AZ ● Pleasanton, CA ● Pleasant Hill, CA ● Reno, NV ● Rochester, MN ● Roseville, CA 	<ul style="list-style-type: none"> ● Sacramento, CA ● San Leandro, CA ● Santa Monica, CA ● Seattle, WA ● Tacoma, WA ● Tigard, OR ● Virginia Beach, VA ● Watertown, WI ● West Sacramento, CA 	<ul style="list-style-type: none"> ● Adams County, CO ● Arapahoe County, CO ● Bexar County, TX ● Boulder County, CO ● Buncombe County, NC ● Clackamas County, OR ● Carroll County, MD ● Cobb County, GA ● Contra Costa County, CA ● Gwinnett County, GA ● King County, WA ● Maricopa County, AZ ● Marion County, IN ● Multnomah County, OR ● Monterey County, CA ● Napa County, CA ● Placer County, CA ● Pinal County, AZ ● Pima County, AZ ● Sacramento County, CA ● San Diego County, CA ● San Mateo County, CA ● Stanislaus County, CA ● Weld County, CO ● City & County of Denver ● City & County of San Francisco
	<p style="text-align: center;">Towns</p> <ul style="list-style-type: none"> ● Los Gatos, CA ● Paradise, CA 	
	<p style="text-align: center;">Other Government Agencies</p> <ul style="list-style-type: none"> ● DC - OSSE ● CA - OSHPD ● State of Montana ● TRPA-Tahoe Regional Planning Auth. ● CA State Lands Commission ● NY State 	
	<p style="text-align: center;">Legend</p> <p>TruePoint Accela Automation Projects/Clients</p> <ul style="list-style-type: none"> ● Accela Legacy Upgrade - Tidemark ● Accela Legacy Upgrade - Permits Plus ● Accela Legacy Upgrade - Kiva 	

Project Understanding

TruePoint Solutions appreciates the opportunity to continue to work with the county on the regional Accela implementation. The county is in need of additional implementation services for Event Scripting, Report Creation, and various configuration activities.

II. TruePoint Staff

Maintaining Accela Automation represents an important technology undertaking for the County. TruePoint will assign talented staff that has in-depth knowledge of your current implementation.



Consultant	Primary Role		Configuration						Reporting							
			Project Management	Business Analysis	Accela Automation	Citizen Access	Mobile Office	Accela GIS	EDR	Ad-hoc	Crystal Reports	SSRS	Event Scripts	Interfaces	Conversion	End User Training
Keith Hobday	Implementation Consultant	26 yrs	●				●		●	●			●			●
Paula Montoya	Implementation Consultant	15 yrs	●	●	●	●	●	●	●	●			●		●	●
Melissa Oliver	Implementation Consultant	18 yrs	●	●	●	●	●		●				●			●
Terry Dunn	Implementation Consultant	18 yrs	●	●	●	●	●		●				●			●
Cory Probasco	Implementation Consultant	21 yrs	●	●	●	●	●	●	●				●			●
David Brown	Implementation Consultant	15 yrs	●	●	●	●	●	●	●				●			●
Thomas Hornick	Technical Consultant	19 yrs		●	●	●	●			●	●	●	●		●	
Joe Cipriano	Technical Consultant	19 yrs								●	●	●	●	●	●	
Caleb Harshbarger	Technical Consultant	10 yrs								●	●	●	●	●	●	
Richard Holland	Technical Consultant	10 yrs								●	●	●			●	
Michele Niccore	Implementation Consultant	10 yrs	●	●	●	●	●		●				●			●
Michelle Olson	Implementation Consultant	10 yrs	●	●	●	●										●
Colin Parks	Implementation Consultant	8 yrs	●	●	●	●	●		●	●			●			●
Sauna Minor	Implementation Consultant	6 yrs		●	●	●	●		●							●
Lo Saelee	Technical Consultant	5 yrs								●	●	●				
McKenzie Helvick	Implementation Consultant	5 yrs		●	●	●	●		●	●			●			●
Mike Cox	Technical Consultant	10 yrs								●	●	●		●	●	
Jay Lum	Technical Consultant	27 yrs								●	●	●				
Suzy Santo	Implementation Consultant	20 yrs		●	●	●	●		●	●			●			●
Deborah Herman	Implementation Consultant	20 yrs	●	●	●	●	●		●	●	●	●	●			●
Johnny Guest	Implementation Consultant	13 yrs		●	●											
Erin Griffiths	Technical Consultant	13 yrs								●	●	●				
Maureen McAleer	Implementation Consultant	30 yrs		●	●	●				●	●		●			●
Jackie Ramirez	Implementation Consultant	8 yrs		●	●	●	●			●			●		●	●
Tyler Suarez	Implementation Consultant	1 yrs		●	●					●		●			●	

Keith Hobday will be the main point of contacts for this engagement and ultimately responsible for all members of the TruePoint team.

III. Project Scope

TruePoint will provide Event Scripting and Report Specification and Development services to the County.

Proposed Services

Support the regional project stakeholders in the following roles:

- Work with County staff to identify event scripting requirements
- Create, test, and deliver event scripts
- Work with County staff to identify and create report specifications
- Create and deliver reports based on specifications
- Provide advice on best practices/client successful approach strategies

Services Costs

Task	Hours	Rate	Cost
Consulting Services	360	\$150	\$54,000
Travel and Expenses as Incurred if needed			\$TBD

Services will be billed monthly as work is requested by the Agency.